

SENIOR OFFICE SPECIALIST

DEFINITION

To perform a wide variety of complex, specialized and responsible clerical duties in support of specific functions or programs within a department.

DISTINGUISHING CHARACTERISTICS

This class is the advanced journey level class of the Office Specialist series and is distinguished from the Office Specialist level by the degree of independence and specialized knowledge exercised in the performance of job duties. Incumbents at this level may assume overall clerical responsibility for an assigned program area involving maintaining appropriate records, preparing necessary reports, and serving as an overall information source for the program, or they may be involved in providing lead support to positions within the Office Specialist class. Incumbents at this level may likewise exercise a high level of independence in providing office management support to an independent office, involving the performance of a broad range of administrative clerical tasks.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from an assigned supervisor.

May exercise technical and functional supervision over part-time and/or assigned clerical positions.

ESSENTIAL FUNCTIONS – Functions may include, but are not limited to, the following:

Perform a variety of complex, specialized and responsible clerical duties in support of specialized functions or programs within a department.

Assume overall clerical responsibility for an assigned program area that involve maintaining appropriate records, preparing necessary reports, and serving as an overall information source for the program as assigned.

Provide lead support, as assigned, to positions within the Office Specialist series including assigning and reviewing work, and responding to questions and situations about which less experienced staff have not been exposed.

CITY OF CHULA VISTA
Senior Office Specialist

Provide office management support to an independent office, as assigned, involving the performance of a broad range of administrative tasks including ensuring that work is handled on a priority basis and completed in a timely manner, and handling routine purchasing and budget duties.

Respond to complaints and requests for information on regulations, procedures and policies relating to responsibilities assigned.

Type a variety of written material from rough draft, dictaphone or verbal instructions using word processing equipment as assigned.

Act as a receptionist; screen calls and visitors, and refer inquiries as appropriate; respond to complaints and requests for information based upon departmental policies and procedures; use a radio to dispatch staff to service locations.

Compile information from a variety of sources as requested.

Maintain financial, statistical and/or operational reports and records as applicable.

Compose routine correspondence independently.

Perform general clerical duties including filing, checking and recording information on records, and processing routine requests for information.

Participate in the preparation of assigned budget.

May assist in the support of a board or commission including posting legal notices, preparing agendas, assembling background materials, and typing minutes of meetings as assigned.

Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.

Performed related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

Filing and record keeping systems.

English usage, spelling, grammar, and punctuation.

Modern office procedures, methods and computer equipment.

Ability to:

Perform a variety of complex, specialized and responsible clerical duties in support of specific functions or programs within a department.

Intermittently review documents related to department operations; observe, identify and problem solve office operations and procedures; understand, interpret and explain department policies and procedures; explain operations and problem solve office issues for the public and with staff.

Understand the organization and operations of the city and of outside agencies as necessary to assume assigned responsibilities.

Work independently with limited supervision and exercise initiative and sound judgment.

Apply operating rules and procedures of assigned department.

Work cooperatively with other departments; outside agencies, and the public.

Interpret and apply departmental policies, procedures, and rules.

Establish and maintain financial records; perform mathematical computations.

Operate a variety of office equipment such as a calculator, computer and related software.

Type at a speed of 50 Net Words Per Minute.

Compile and maintain complex and extensive records and files.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Work with various cultural and ethnic groups in a tactful and effective manner.

Experience and Training

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Three years of increasingly responsible clerical experience.

Training:

Equivalent to completion of the twelfth grade.

License or Certificate

May need to possess a driver's license as required by the position.

PHYSICAL DEMANDS

On a continuous basis, sit at a desk and/or stand at a counter for long periods of time. Intermittently twist and reach office equipment; write and use keyboard to communicate through written means; run errands; lift or carry weight of 10 pounds or less.